



Activity Guide –

AR351: Creating and Maintaining
Receivables

State of Kansas



AR351: Creating and Maintaining Receivables Activity Guide



Statewide Management, Accounting and Reporting Tool

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Activity 1 - Walkthrough: Working With Pending Items

Scenario

In this scenario, you are a **Pending Item Processor** and you have received a group of invoices for services your agency has provided to Kroner Floral Shop and Vinyard Floral Shop. You must now enter those invoices online as group entry into SMART, create accounting entries, and set the group to process in the batch process.

Menu Path

Accounts Receivable → Pending Items → Online Items → Group Entry → Add a New Value

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Follow along with your instructor as he/she demonstrates how to work with pending items in SMART. Perform each step along with the instructor using the values assigned to your training number. For fields in the Required Data table that require “user specific data,” be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this activity ask the instructor for guidance.

Required Data

Field	Value
<i>Group Entry: Add a New Value</i>	
Group Unit	17300
Group ID	NEXT
<i>Group Control</i>	
Accounting Date	<Today's Date>
Group Type	B
Origin ID	OBILL
Control Currency	USD
Control	245.00
Count	2
<i>Pending Item 1</i>	
Accounting Date	<Today's Date>
Item ID	Invoice-001
Customer	0000000000000001
Amount	120.00
Entry Type	INV



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Field	Value
Reason	WKORD
Term	NET30
* Click the + button to add a new row	
Accounting Date	<Today's Date>
Item ID	Invoice-002
Customer	0000000000000002
Amount	125.00
Entry Type	INV
Reason	WKORD
Term	NET30
* Click the Save button	
<i>Accounting Entries</i>	
* Select View All	
* Click the Create icon for INVOICE-001	
* Select View All	
* Click the Create icon for INVOICE-002	
<i>Group Action</i>	
Batch Action	Batch Standard
* Click the OK button	
* Click the Save button	



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Activity 2 - Demonstration: Change Item Pay Terms

Scenario

The collector for your department informs you that they have changed the payment terms for a customer. You must now change the payment terms for the customer (by item) to reflect the change. This process is done after AR Update has run.

Menu Path

Accounts Receivable → Customer Accounts → Item Information → View/Update Item Details

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Watch your instructor as he/she demonstrates how to change the due date for a specific item. DO NOT perform this exercise along with your instructor.

Required Data

Field	Value
<i>View/Update Item Details</i>	
Business Unit	17300
Customer ID	0000000000000005
Item ID	See user specific data
<i>Detail 1</i>	
Terms	NET45
* Click the Save button	

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Item ID	35102001
Instructor 2	Item ID	35102002
Instructor 3	Item ID	35102003

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Item ID	35102004
Instructor 2	Item ID	35102005
Instructor 3	Item ID	35102006

Activity 3 - Demonstration: Maintenance Worksheets

Scenario

In this scenario, you are reviewing an outstanding item for \$10 from customer 0000000000000004, Katz Floral Shop. You receive an email from your supervisor that this item has been deemed uncollectable and needs to be written off. Create a maintenance worksheet to write-off the item and set the worksheet to post.

Menu Path

Accounts Receivable → Receivables Maintenance → Maintenance Worksheet → Create Worksheet

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Watch your instructor as he/she demonstrates how to apply memo items to each other and set them to post using a maintenance worksheet. DO NOT perform this exercise along with your instructor.

Required Data

Field	Value
<i>Create Worksheet: Add a New Value</i>	
Worksheet Business Unit	17300
Worksheet ID	Next
<i>Worksheet Selection</i>	
Cust ID	0000000000000004
* Click the Build button	
<i>Worksheet Application</i>	
Item ID	See user specific data
* Click the Sel checkbox for the Item ID	
Type	WOD
Reason	MISC
* Click the Save button	
Balance Section	Review debit (Dr), credit (Cr), adjustment (Adj), net (Net), write-off (WO), and refund (Ref) balances
<i>Worksheet Action</i>	
* Click the Create/Review Entries button	
<i>Accounting Entries</i>	



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Field	Value
* Click the Return to Previous Panel button	
Posting Action	Batch Standard
* Click the OK button	

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Item ID	35103101
Instructor 2	Item ID	35103102
Instructor 3	Item ID	35103103

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Item ID	35103104
Instructor 2	Item ID	35103105
Instructor 3	Item ID	35103106

Activity 4- Walkthrough: Unposting Groups

Scenario

Your agency has multiple pending item groups that have been successfully processed. However, you must unpost a group because the wrong invoice was sent to Mason Floral Shop.

Menu Path

Accounts Receivable → Receivables Update → Unpost Groups → Online Group

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Follow along with your instructor as he/she demonstrates how to unpost groups in SMART. Perform each step along with the instructor using the values assigned to your training number. For fields in the Required Data table that require “user specific data,” be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise ask the instructor for guidance.

Required Data

Field	Value
<i>Online Group</i>	
Group Unit	17300
Group ID	See user specific data
<i>Options</i>	
Unpost Reason	Wrong Inv
* Click the Save button	
<i>Action</i>	
Action	Batch Standard
* Click the OK button	
* Click the Save button	

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Group ID	38
Instructor 2	Group ID	39
Instructor 3	Group ID	40
User 1	Group ID	41
User 2	Group ID	42

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User	Field	Value
User 3	Group ID	43
User 4	Group ID	44
User 5	Group ID	45
User 6	Group ID	46
User 7	Group ID	47
User 8	Group ID	48
User 9	Group ID	49
User 10	Group ID	50
User 11	Group ID	51
User 12	Group ID	52
User 13	Group ID	53
User 14	Group ID	54
User 15	Group ID	55
User 16	Group ID	56
User 17	Group ID	57
User 18	Group ID	58
User 19	Group ID	59
User 20	Group ID	60

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Group ID	61
Instructor 2	Group ID	62
Instructor 3	Group ID	63
User 1	Group ID	64
User 2	Group ID	65
User 3	Group ID	66
User 4	Group ID	67
User 5	Group ID	68
User 6	Group ID	69
User 7	Group ID	70
User 8	Group ID	71
User 9	Group ID	72
User 10	Group ID	73
User 11	Group ID	74
User 12	Group ID	75
User 13	Group ID	76
User 14	Group ID	77
User 15	Group ID	78
User 16	Group ID	79
User 17	Group ID	80



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User	Field	Value
User 18	Group ID	81
User 19	Group ID	82
User 20	Group ID	83



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Activity 5 – Exercise: Unposting Maintenance Groups

Scenario

A debit and credit memo were incorrectly matched on a maintenance worksheet. In this scenario, you need to unpost the group with the unpost reason of Wrong Customer and set the status to batch standard.

Menu Path

Accounts Receivable → Receivables Update → Unpost Groups → Maintenance Group

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Use the appropriate steps from the previous Instructor led walkthrough(s) to complete the exercise scenario in SMART. For fields in the Required Data table that require “user specific field,” be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise, refer to the UPK. If there is not a UPK, then refer to the Instructor for guidance.

Required Data

Field	Value
<i>Online Group</i>	
Group Unit	17300
Group ID	See user specific data
<i>Options</i>	
Unpost Reason	WRONGCUST
<i>Action</i>	
Action	Batch Standard
* Click the OK button	
* Click the Save button	

User Specific Data – Classroom Set 1

User	Field	Value
User 1	Group ID	100
User 2	Group ID	101
User 3	Group ID	102
User 4	Group ID	103
User 5	Group ID	104
User 6	Group ID	105



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User	Field	Value
User 7	Group ID	106
User 8	Group ID	107
User 9	Group ID	108
User 10	Group ID	109
User 11	Group ID	110
User 12	Group ID	111
User 13	Group ID	112
User 14	Group ID	113
User 15	Group ID	114
User 16	Group ID	115
User 17	Group ID	116
User 18	Group ID	117
User 19	Group ID	118
User 20	Group ID	119

User Specific Data – Classroom Set 2

User	Field	Value
User 1	Group ID	120
User 2	Group ID	121
User 3	Group ID	122
User 4	Group ID	123
User 5	Group ID	124
User 6	Group ID	125
User 7	Group ID	126
User 8	Group ID	127
User 9	Group ID	128
User 10	Group ID	129
User 11	Group ID	130
User 12	Group ID	131
User 13	Group ID	132
User 14	Group ID	133
User 15	Group ID	134
User 16	Group ID	135
User 17	Group ID	136
User 18	Group ID	137
User 19	Group ID	138
User 20	Group ID	139



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Activity 6- Walkthrough: Using Transfer Worksheets

Scenario

In this scenario, Tuel Floral Shop, 0000000000000007, was inadvertently charged for an item. This item was to be charged to Duncan Floral Shop, 0000000000000008. You must now build a transfer worksheet to transfer the receivable to the correct customer, Duncan Floral Shop.

Menu Path

Accounts Receivable → Receivables Maintenance → Transfer Worksheet → Create Worksheet

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Follow along with your instructor as he/she demonstrates how to build a transfer worksheet in SMART. Perform each step along with the instructor using the values assigned to your training number. For fields in the Required Data table that require “user specific data,” be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise ask the instructor for guidance.

Required Data

Field	Value
<i>Add a New Value</i>	
Transfer BU	17300
Transfer Worksheet ID	Next
<i>Transfer Selection</i>	
Cust ID	0000000000000007
BU	17300
* Click the Build button	
<i>Worksheet 1</i>	
Business Unit	17300
Customer	0000000000000008
Item ID	See user specific data
* Click the Save button	
* Click the Worksheet Action hyperlink	
<i>Transfer Action</i>	
* Click the Create/Review Accounting Entries button	



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Field	Value
<i>Accounting Entries</i>	
* Click the Return to Previous Panel button	
<i>Transfer Action</i>	
Action	Batch Standard
* Click the OK button	

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Item ID	35106001
Instructor 2	Item ID	35106002
Instructor 3	Item ID	35106003
User 1	Item ID	35106004
User 2	Item ID	35106005
User 3	Item ID	35106006
User 4	Item ID	35106007
User 5	Item ID	35106008
User 6	Item ID	35106009
User 7	Item ID	35106010
User 8	Item ID	35106011
User 9	Item ID	35106012
User 10	Item ID	35106013
User 11	Item ID	35106014
User 12	Item ID	35106015
User 13	Item ID	35106016
User 14	Item ID	35106017
User 15	Item ID	35106018
User 16	Item ID	35106019
User 17	Item ID	35106020
User 18	Item ID	35106021
User 19	Item ID	35106022
User 20	Item ID	35106023

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Item ID	35106024
Instructor 2	Item ID	35106025
Instructor 3	Item ID	35106026
User 1	Item ID	35106027
User 2	Item ID	35106028
User 3	Item ID	35106029



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User	Field	Value
User 4	Item ID	35106030
User 5	Item ID	35106031
User 6	Item ID	35106032
User 7	Item ID	35106033
User 8	Item ID	35106034
User 9	Item ID	35106035
User 10	Item ID	35106036
User 11	Item ID	35106037
User 12	Item ID	35106038
User 13	Item ID	35106039
User 14	Item ID	35106040
User 15	Item ID	35106041
User 16	Item ID	35106042
User 17	Item ID	35106043
User 18	Item ID	35106044
User 19	Item ID	35106045
User 20	Item ID	35106046



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Activity 7 - Demonstration: Updating Data on the Transfer Worksheet

Scenario

After transferring the item from Britcher Floral Shop, 0000000000000009, to Baker Floral Shop, 0000000000000010, using a transfer worksheet, your supervisor reviews the transaction and realizes that an item for transfer was left out. An update to the transfer sheet must be made in order to add that item from Britcher Floral Shop to Baker Floral Shop.

Menu Path

Accounts Receivable → Receivables Maintenance → Transfer Worksheet → Update Worksheet

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Watch your instructor as he/she demonstrates how to update data on the transfer worksheet. DO NOT perform this exercise along with your instructor.

Required Data

Field	Value
<i>Find an Existing Value</i>	
Transfer BU	17300
Transfer Worksheet ID	See user specific data
<i>Worksheet 1</i>	
Business Unit	17300
Customer	0000000000000010
Item ID	See user specific data
* Click Save button	
* Click the OK button	
* Click the Worksheet Action hyperlink	
<i>Worksheet Action</i>	
* Click the Create/Review Accounting Entries button	
<i>Accounting Entries</i>	
* Click the Return to Previous Panel button	
<i>Transfer Action</i>	
Action	Batch Standard



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Field	Value
* Click the OK button	
* Click the Save button	

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Transfer ID	140
Instructor 2	Transfer ID	141
Instructor 3	Transfer ID	142
Instructor 1	Item ID	35106201
Instructor 2	Item ID	35106202
Instructor 3	Item ID	35106203

User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Transfer ID	143
Instructor 2	Transfer ID	144
Instructor 3	Transfer ID	145
Instructor 1	Item ID	35106204
Instructor 2	Item ID	35106205
Instructor 3	Item ID	35106206



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Activity 8 –Challenge: Aging Summary Report and Customer Statements

Scenario

In the first part of this scenario, your manager has called a quick meeting to review delinquent accounts and open items for your agency and has asked you to collect that data and bring to the meeting. You determine that you need to run the Aging Summary Report.

After the meeting, you get a call from a customer asking for a list of all amounts owed. You run the Customer Statements report by business unit to find the customer and then mail the statement to the customer.

Menu Path

- Accounts Receivable → Receivables Analysis → Aging → Aging Summary by Unit Rpt → Add a New Value
- Accounts Receivable → Customer Interactions → Statements → Create Customer Statements → Add a New Value

UPK Procedure

- Running the Aging Summary by Unit Report
- Processing and Printing Customer Statements

Job Aid

Not Applicable

Instructions

Use the appropriate steps from the previous Instructor led walkthrough(s) to complete the challenge in SMART. For fields in the Required Data table that require “user specific data,” be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise, refer to the UPK. If there is not a UPK, then refer to the Instructor for guidance.

Required Data - Aging Summary by Unit Report

Field	Value
<i>Aging Summary by Unit Rpt: Add a New Value</i>	
Run Control ID	AGINGREPORT_[today's date]
<i>Aging Summary by Unit</i>	
As of Date	<Today's Date>
Set ID	SOKID
Aging ID	STD
Business Unit	17300



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Field	Value
* Click the Run button	
<i>Process Scheduler Request</i>	
Server name	PSNT
Type	Web
Format	PDF
* Click the OK button	
<i>Aging Summary by Unit</i>	
Process Instance	_____ - Note the process instance number created for your report.
* Click the Process Monitor link	
<i>Process List</i>	
Refresh	Click the Refresh button until the Run Status shows "Success" and the Distribution Status shows "N/A".
* Click the Details link for your completed process instance	
<i>Process Detail</i>	
* Click the View Log/Trace link	
<i>View Log/Trace</i>	
* View the report output	
Note: Click the link beginning with your process name, AR30004 , ending with your process instance number, and file type PDF .	

Required Data - Create Customer Statement

Field	Value
<i>Create Customer Statements: Add a New Value</i>	
Run Control ID	CUSTOMERSTMT_[today's date]
<i>Statements Parameters</i>	
As of Date	<Today's Date>
Unit	17300
SetID	17300
Customer	0000000000000016
* Click the Run button	
<i>Process Scheduler Request</i>	
Server Name	PSNT
Process List	PS/AR Statements (<i>Selected</i>)
Type	Web
Format	PDF
* Click the OK button	
<i>Statements Parameters</i>	



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Process Instance	_____ - Note the process instance number created for your report.
* Click the Process Monitor link	
<i>Process List</i>	
Refresh	Click the Refresh button until the Run Status shows "Success" and the Distribution Status shows "Posted".
<i>Pause until Instructor indicates to proceed</i>	
<i>Print Statements: Find an Existing Value</i>	
Run Control ID	[the one you created]
<i>Statement Print</i>	
Statement Number	Accept the default number
* Click the Run button	
<i>Process Scheduler Request</i>	
Process List	PS/AR Statements Print
Type	Web
Format	PDF
* Click the OK button	
<i>Statement Print</i>	
Process Instance	_____ - Note the process instance number created for your report.
* Click the Process Monitor link	
<i>Process List</i>	
Refresh	Click the Refresh button until the Run Status shows "Success" and the Distribution Status shows "N/A".
* Click the ARSTPRT link for your completed process instance	
<i>Process Detail</i>	
* Click the link containing AR32000 to view open items for the customer	
<i>Process Detail</i>	
* Click the View Log/Trace link	
<i>View Log/Trace</i>	
* View the report output	
Note: Click the link beginning with your process name, AR32000 , ending with your process instance number, and file type PDF	



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Activity 9 - Walkthrough – Analyzing a Customer Account

Scenario

Your manager has asked you to do a review of one of your customers. In your review, you will look at items for aging, balances, and payment history.

Menu Path

Accounts Receivable → Customer Accounts → Customer Information → Customer History

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Follow along with your instructor as he/she demonstrates how to analyze a customer account in SMART by viewing customer history. Perform each step along with the instructor. If you need assistance as you complete this exercise ask the instructor for guidance.

Required Data

Field	Value
<i>History Tab</i>	
SetID	17300
Unit	17300
Customer	0000000000000017
* Click the Search button	

Activity 10 - Walkthrough: Disputing Items

Scenario

Your primary contact at Murray Floral Shop called your agency and said they were charged the wrong amount for services they received. You need to input a dispute for the item and add a conversation to the item in order to document the communication.

Menu Path

Accounts Receivable → Customer Accounts → Item Information → View/Update Item Details

UPK Procedure

Not Applicable

Job Aid

Dispute Reasons

Instructions

Follow along with your instructor as he/she demonstrates how to enter a dispute into SMART. Perform each step along with the instructor using the values assigned to your training number. For fields in the Required Data table that require "user specific data," be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise ask the instructor for guidance.

Required Data

Field	Value
<i>Find an Existing Value</i>	
Business Unit	17300
Customer ID	000000000000024
Item ID	See user specific data
* Click the Search button	
<i>Detail 1</i>	
Dispute	<i>Select</i>
Dispute Reason	<i>PRI</i>
Date	<i><Today's Date></i>
Dispute Amount	54
* Click the Add a Conversation link	
<i>View/Update Conversations</i>	
SetID	17300
Business Unit	17300
Customer	000000000000024
* Click the Add button	
<i>Conversations Page</i>	



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Field	Value
Status	New
Description	Dispute Conversation
Subject	Order
Review Days	1
Supervisor Review	Select
Action	Call
Keyword	Dispute
Comments	Customer called and said they were charged an incorrect amount.
<i>References Tab</i>	
Include Closed Information	Select
* Click the OK button	
<i>Detail 1</i>	
* Click the Save button	

User Specific Data – Classroom Set 1

User	Field	Value
Instructor 1	Item ID	35205001
Instructor 2	Item ID	35205002
Instructor 3	Item ID	35205003
User 1	Item ID	35205004
User 2	Item ID	35205005
User 3	Item ID	35205006
User 4	Item ID	35205007
User 5	Item ID	35205008
User 6	Item ID	35205009
User 7	Item ID	35205010
User 8	Item ID	35205011
User 9	Item ID	35205012
User 10	Item ID	35205013
User 11	Item ID	35205014
User 12	Item ID	35205015
User 13	Item ID	35205016
User 14	Item ID	35205017
User 15	Item ID	35205018
User 16	Item ID	35205019
User 17	Item ID	35205020
User 18	Item ID	35205021
User 19	Item ID	35205022
User 20	Item ID	35205023



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User Specific Data – Classroom Set 2

User	Field	Value
Instructor 1	Item ID	35205024
Instructor 2	Item ID	35205025
Instructor 3	Item ID	35205026
User 1	Item ID	35205027
User 2	Item ID	35205028
User 3	Item ID	35205029
User 4	Item ID	35205030
User 5	Item ID	35205031
User 6	Item ID	35205032
User 7	Item ID	35205033
User 8	Item ID	35205034
User 9	Item ID	35205035
User 10	Item ID	35205036
User 11	Item ID	35205037
User 12	Item ID	35205038
User 13	Item ID	35205039
User 14	Item ID	35205040
User 15	Item ID	35205041
User 16	Item ID	35205042
User 17	Item ID	35205043
User 18	Item ID	35205044
User 19	Item ID	35205045
User 20	Item ID	35205046

Activity 11 – Exercise: Disputing Items

Scenario

The administrative assistant at Epps Floral Shop called your agency because a missing item from their shipment is still listed on their statement. You are informed that Epps Floral Shop did not receive the item and that the operator was supposed to follow up on the missing item. You will need to put the missing item in dispute and add a conversation for future inquiries.

Menu Path

Accounts Receivable → Customer Accounts → Item Information → View/Update Item Details

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Use the appropriate steps from the previous Instructor led walkthrough(s) to complete the exercise scenario in SMART. For fields in the Required Data table that require “user specific data,” be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise, refer to the UPK. If there is not a UPK, then refer to the Instructor for guidance.

Required Data

Field	Value
<i>Find an Existing Value</i>	
Business Unit	17300
Customer ID	0000000000000025
Item ID	See user specific data
* Click the Search button	
<i>Detail 1</i>	
Dispute	<i>Select</i>
Dispute Reason	<i>REC</i>
Date	<i><Today's Date></i>
Dispute Amount	192
* Click the Add a Conversation link	
<i>View/Update Conversations</i>	
SetID	17300
Business Unit	17300
Customer	0000000000000025



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Field	Value
<i>Conversations Page</i>	
Status	New
Description	Dispute Conversation
Subject	Order
Review Days	2
Supervisor Review	Select
Action	Call
Keyword	Dispute
Comments	The administrative assistant called and said they did not receive an item in their shipment that was listed on their invoice.
<i>References Tab</i>	
Include Closed Information	Select
* Click the OK button	
<i>Detail 1</i>	
* Click the Save button	

User Specific Data – Classroom Set 1

User	Field	Value
User 1	Item ID	35205001
User 2	Item ID	35205002
User 3	Item ID	35205003
User 4	Item ID	35205004
User 5	Item ID	35205005
User 6	Item ID	35205006
User 7	Item ID	35205007
User 8	Item ID	35205008
User 9	Item ID	35205009
User 10	Item ID	35205010
User 11	Item ID	35205011
User 12	Item ID	35205012
User 13	Item ID	35205013
User 14	Item ID	35205014
User 15	Item ID	35205015
User 16	Item ID	35205016
User 17	Item ID	35205017
User 18	Item ID	35205018
User 19	Item ID	35205019
User 20	Item ID	35205020



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User Specific Data – Classroom Set 2

User	Field	Value
User 1	Item ID	35205024
User 2	Item ID	35205025
User 3	Item ID	35205026
User 4	Item ID	35205027
User 5	Item ID	35205028
User 6	Item ID	35205029
User 7	Item ID	35205030
User 8	Item ID	35205031
User 9	Item ID	35205032
User 10	Item ID	35205033
User 11	Item ID	35205034
User 12	Item ID	35205035
User 13	Item ID	35205036
User 14	Item ID	35205037
User 15	Item ID	35205038
User 16	Item ID	35205039
User 17	Item ID	35205040
User 18	Item ID	35205041
User 19	Item ID	35205042
User 20	Item ID	35205043

Activity 12 – Exercise: Analyzing Customer Accounts

Scenario

One of your customers has called to see if you have received their payment because they have not received notification of your agency receiving payment. The customer gives you the item number that was paid for. For this exercise, analyze the customer account to see if the payment has been applied to their account.

Menu Path

Accounts Receivable → Customer Accounts → Customer Information → Customer History

UPK Procedure

Not Applicable

Job Aid

Not Applicable

Instructions

Use the appropriate steps from the previous Instructor led walkthrough(s) to complete the exercise scenario in SMART. For fields in the Required Data table that require “user specific data,” be sure to use ONLY the user number that your instructor has assigned to you. If you need assistance as you complete this exercise, refer to the UPK. If there is not a UPK, then refer to the Instructor for guidance.

Required Data

Field	Value
<i>History</i>	
SetID	17300
Unit	17300
Customer	See user specific data
* Click the Search button	
<i>History</i>	
Customer History	Review summary information
* Click the Past Due link	
Item ID	See user specific data and check balance

User Specific Data – Classroom Set 1

User	Field	Value
All users	Customer ID	0000000000000019
All users	Item ID	35108366



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User Specific Data – Classroom Set 2

User	Field	Value
All users	Customer ID	000000000000020
All users	Item ID	35108383